

SECTION B

SCHEDULE OF SUPPLIES OR SERVICES

B.1 DESCRIPTION OF SERVICES

The Contractor shall furnish all personnel, facilities, technology infrastructure, supplies, and services required to plan, implement, operate, and manage multi-channel contact center services as specified in Section C, Statement of Work.

B.1.1 Project Start-Up

Charges associated with Project Start-Up shall include one or more of the following:

1. Facility and Equipment - Costs incurred to prepare the site and systems to support task requirements, including facility, equipment, supplies and services.
2. Initial Training - labor and supply costs incurred to develop training materials and train the initial complement of Information Specialists (ISs) (note that this does not include any training costs for new personnel to replace ISs who leave the project [e.g., attrition training] or to train additional personnel for handling fluctuations in work volume).
3. Knowledge and Content Development – Labor and supply costs incurred to develop and prepare the knowledge base to support task requirements.
4. Project Implementation Support – Labor, travel and supply costs incurred in support of start-up activities.

B.1.1.1 Facility and Equipment

This is a one-time charge to be paid for all facility, equipment, supplies and services needed to support task requirements. The charge includes a fixed base component plus an incremental component.

B.1.1.2 Initial Training

This is a one-time charge to be paid for labor and supply costs incurred to develop training materials and train the initial complement of ISs needed to support task requirements. The charge includes labor and supply costs for course development and instructors and the labor costs for Information Specialists attending the training.

B.1.1.3 Knowledge and Content Development

This is a one-time charge to be paid for labor and supply costs incurred to develop the knowledgebase to support task requirements.

B.1.1.4 Project Implementation Support

This is a one-time charge to be paid for labor, routine travel (as defined in Section H.14.1) and supply costs incurred in support of start-up activities.

B.1.2 Project Management

This is a fixed monthly charge to be paid for all technical and management services (Section C.3.5), including routine travel as defined in Section H.14.1, required to support task requirements. The charge includes a Core Project Management Support component and, if necessary, an Incremental Support component.

B.1.2.1 Core Project Management Support

This is the fixed monthly charge to be paid for all non-incremental core project management staff (e.g., Contractor's Project Manager, site manager(s), technical personnel, human resource personnel, administrative personnel, knowledge specialists, etc.), routine travel, and support services required to support task requirements.

B.1.2.2 Incremental Project Management Support

This is the fixed hourly charge for incremental support needed to accommodate specialized and unique requirements, or new requirements added subsequent to initial project implementation, that require additional resources beyond those provided for under Core Project Management Support. The incremental support may consist of one or more of the following labor groups, as defined in Section C.3.5.2 thru C.3.5.5:

1. Program Management.
2. Technology Management
3. Information Management
4. Relationship Management

B.1.3 Automated and Other Support Services

These are charges for services provided in support of task requirements. Charges for Basic services shall include only a monthly recurring component consisting of a fixed monthly charge or usage sensitive charge based on a fixed unit or hourly labor rate. Charges for optional services shall consist of two components, a one-time service initiation charge and a recurring charge. The recurring charge may be a fixed monthly charge or usage sensitive based on a fixed unit or hourly labor rate.

B.1.4 Attended Services

These are charges for providing Attended Services based on the requisite skill levels, as defined in Sections C.3.2 and C.4 respectively. The "IS Hourly Rate" is the fully burdened fixed unit rate to be paid for each hour of work performed. The fixed IS Hourly Rate reflects the blended hourly rate for work performed by an IS plus any support personnel (e.g., supervisors, quality

monitoring personnel, trainers, etc.) required to support the IS in the performance of task requirements. The IS Hourly Rate may be adjusted by one or more multiplication factors to derive an “Effective IS Hourly Rate” for tasks that require above/below IS to Supervisor and QA Personnel ratio and/or nighttime, Saturday and Sunday, and holiday coverage.

B.2 PRICE TABLES

Prices identified in this section represent the ceiling prices for each of the contract items for the base contract period and each of the option periods. The Contractor may bid a lower price for any contract items in response to a task order request.

B.2.1 Project Start-Up

B.2.1.1 Base Facility and Equipment

Table B.2.1.1-1 – Base Facility & Equipment - Fewer than 10 Equivalent Workstations

CLIN	Service Bundle Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
10000	Phone, IVR, & TTY Services	Each					
10001	Phone, IVR, TTY, Fax, & E-mail Services	Each					
10002	Phone, IVR, TTY, Fax, E-Mail, Web Chat Services	Each					

Table B.2.1.1-2 – Base Facility & Equipment – Between 10 – 25 Equivalent Workstations

CLIN	Service Bundle Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
11000	Phone, IVR, & TTY Services	Each					
11001	Phone, IVR, TTY, Fax, & E-mail Services	Each					
11002	Phone, IVR, TTY, Fax, E-Mail, Web Chat Services	Each					

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Table B.2.1.1-3 – Base Facility & Equipment – Between 26 – 50 Equivalent Workstations

CLIN	Service Bundle Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
12000	Phone, IVR, & TTY Services	Each					
12001	Phone, IVR, TTY, Fax, & E-mail Services	Each					
12002	Phone, IVR, TTY, Fax, E-Mail, Web Chat Services	Each					

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Table B.2.1.1-4 – Base Facility & Equipment - Over 50 Equivalent Workstations

CLIN	Service Bundle Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
13000	Phone, IVR, & TTY Services	Each					
13001	Phone, IVR, TTY, Fax, & E-mail Services	Each					
13002	Phone, IVR, TTY, Fax, E-Mail, Web Chat Services	Each					

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B.2.1.2 Incremental Facility and Equipment

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Table B.2.1.2-1 – Incremental Facility & Equipment - Fewer than 10 Equivalent Workstations

CLIN	Service Bundle Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
20000	Phone, IVR, & TTY Services	Each Equivalent Workstation					
20001	Phone, IVR, TTY, Fax, & E-mail Services	Each Equivalent Workstation					
20002	Phone, IVR, TTY, Fax, E-Mail, Web Chat Services	Each Equivalent Workstation					

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Table B.2.1.2-2 – Incremental Facility & Equipment - Between 10 – 25 Equivalent Workstations

CLIN	Service Bundle Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
21000	Phone, IVR, & TTY Services	Each Equivalent Workstation					
21001	Phone, IVR, TTY, Fax, & E-mail Services	Each Equivalent Workstation					
21002	Phone, IVR, TTY, Fax, E-Mail, Web Chat Services	Each Equivalent Workstation					

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Table B.2.1.2-3 – Incremental Facility & Equipment – Between 26 – 50 Equivalent Workstations

CLIN	Service Bundle Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
22000	Phone, IVR, & TTY Services	Each Equivalent Workstation					
22001	Phone, IVR, TTY, Fax, & E-mail Services	Each Equivalent Workstation					
22002	Phone, IVR, TTY, Fax, E-Mail, Web Chat Services	Each Equivalent Workstation					

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Table B.2.1.2-4 – Incremental Facility and Equipment – Over 50 Equivalent Workstations

CLIN	Service Bundle Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
23000	Phone, IVR, & TTY Services	Each Equivalent Workstation					
23001	Phone, IVR, TTY, Fax, & E-mail Services	Each Equivalent Workstation					
23002	Phone, IVR, TTY, Fax, E-Mail, Web Chat Services	Each Equivalent Workstation					

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B.2.1.2 Initial Training

B.2.1.2.1 Course Development and Training

Table B.2.1.2.1 - Hourly Rate for Course Development and Training

CLIN	Project Complexity	Unit of Measure	Contract Period Hourly Rate				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
30000	Level 1	Hour					
30001	Level 2	Hour					
30002	Level 3	Hour					
30003	Level 4	Hour					

B.2.1.2.2 Information Specialist (IS) Hourly Rate While In Training

This is the fixed unit rate to be paid for each hour an IS is in initial training in preparation of the task.

Table B.2.1.2.2-1 - Information specialist (IS) Hourly Rate (In Training) - English

CLIN	IS Skill Level	Unit of Measure	Contract Period Hourly Rate				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
31000	Level 1	Hour					
31001	Level 2	Hour					
31002	Level 3	Hour					
31002	Level 4	Hour					
31004	Level 5	Hour					

Table B.2.1.2.2-2 - Information specialist (IS) Hourly Rate (In Training) - Bi-Lingual

CLIN	IS Skill Level	Unit of Measure	Contract Period Hourly Rate				
			Base Period	Option Period	Option Period 2	Option Period 3	Option Period 4
32000	Level 1	Hour					
32001	Level 2	Hour					
32002	Level 3	Hour					
32003	Level 4	Hour					
32004	Level 5	Hour					

B.2.1.2.3 Knowledge and Content Development

Table 2.1.2.3 - Knowledge and Content Development Charge

CLIN	Project Complexity	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
40000	Level 1	Each					
40001	Level 2	Each					
40002	Level 3	Each					
40003	Level 4	Each					

B.2.1.2.4 Project Implementation Support

Table B.2.1.2.3 - Project Implementation Support

CLIN	Project Complexity	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
50000	Level 1	Each					
50001	Level 2	Each					
50002	Level 3	Each					
50003	Level 4	Each					

B.2.2 Project Management

B.2.2.1 Core Project Management Support

Table B.2.2.1 – Core Project Management Monthly Support

CLIN	Project Complexity Level	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
60000	Level 1	Month					
60001	Level 2	Month					
60002	Level 3	Month					
60003	Level 4	Month					

B.2.2.2 Incremental Project Management Support

Table B.2.2.2 - Incremental Project Management Support

CLIN	Support Category	Unit of Measure	Contract Period Hourly Rate				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
61000	Project Management	Hour					
61001	Technology Management	Hour					
61002	Information Management	Hour					
61003	Relationship Management	Hour					

B.2.3 Services

B.2.3.1 Service Initiation Charges – Automated and Other Support Services

Table.B.2.3.1 - Service Initiation Charges for Automated and Other Support Services

CLIN	Service Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
70000	Interactive Voice Response Service	NA	*	*	*	*	*
70001	Voice/Speech Recognition (Low Complexity)	Each					
70001a	Voice/Speech Recognition (Average Complexity)	Each					
70001b	Voice/Speech Recognition (High Complexity)	Each					
70002	Text-to-Speech (Low Complexity)	Each					
70002a	Text-to-Speech (Average Complexity)	Each					
70002b	Text-to-Speech (High Complexity)	Each					

Table.B.2.3.1 - Service Initiation Charges for Automated and Other Support Services

CLIN	Service Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
70003	Fax-Back/ Fax-on-Demand	Each **					
70004	Voice Mail	Each					
70005	Automated Callback	Each					
70006	Web Callback	Each					
70007	On Line Ordering	Each					
70008	Automated Telephone Appointment	Each					
70009	Automated Telephone Appointment (Voice Recognition)	Each					
70010	Web-Based Appointment	Each					
70011	Web Form	Each					
70012	Hosted FAQ Service	Each					
70013	Transcription Service	Each					
70014	Fulfillment Services	Each					

Table.B.2.3.1 - Service Initiation Charges for Automated and Other Support Services

CLIN	Service Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
70015	Language Translation Service	Each					
70016	Toll-Free Telephone Service	Each					
70017	Toll-Free & Long-Distance Telephone Access	Each					
* Service Initiation Charge for this item is included in the Base Facility and Equipment and Incremental Facility and Equipment charge.							
** Applicable only when adding Fax services to CLINs 20000, 21000, 22000, and 23000							

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B.2.3.2 Recurring Charges for Automated and Other Support Services

Table B.3.3.2 - Recurring Charges for Automated and Other Support Services

CLIN	Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
80000	Interactive Voice Response Service	Minute					
80001	Voice/Speech Recognition	Minute					
80002	Text-to-Speech	Minute					
80003	Fax-Back Fax-on-Demand	Each Port per Month					
80004	Voice Mail	Each Voice Mail Box per Month					
80005	Automated Callback	Month					
80006	Web Callback	Month					
80007	On-Line Ordering	Each Form per Month					
80008	Automated Telephone Appointment	Minute					

Table B.3.3.2 - Recurring Charges for Automated and Other Support Services

CLIN	Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
80009	Automated Telephone Appointment (Voice Recognition)	Minute					
80010	Web-Based Appointment	Month					
80011	Web Form	Each Form per Month					
80012	Hosted FAQ Service – Less than 200,000 average page views per month *	Each Database or Group of Databases per Month					
80012a	Hosted FAQ Service – Between 200K to 500K average page views per month *	Each Database or Group of Databases per Month					
80012b	Hosted FAQ Service – Between 200K to 500K average page views per month *	Each Database or Group of Databases per Month					
80012c	Hosted FAQ Service – Between 500K to 1,000K average page views per month *	Each Database or Group of Databases per Month					

Table B.3.3.2 - Recurring Charges for Automated and Other Support Services

CLIN	Description	Unit of Measure	Contract Period Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
80012d	Hosted FAQ Service – Between 1,000K to 1,500K average page views per month *	Each Database or Group of Databases per Month					
80012e	Hosted FAQ Service – Over 1,500K average page views per month *	Each Database or Group of Databases per Month					
80013	Transcription Service	Hour					
80014	Fulfillment Services	Hour					
80015	Language Translation Service	Hour					
80016	Toll-Free Telephone Service	Minute					
80017	Long-Distance Telephone Service	Minute					
* During the initial 3 months of service, a projected average estimated by the Government and Contractor shall be used. After the initial 3 month period, the average page views per month is calculated using usage statistics for the 3 consecutive months immediately prior to the month being measured (e.g., Average Page Views = (Month1 + Month2 + Month 3) / 3).							

B.2.4 Attended Services - Information Specialist (IS) Hourly Rate

This is the fully burdened fixed unit rate to be paid for each IS hour worked. The hourly rate includes the blended labor costs of IS and relevant support personnel (e.g., CSR supervisors, quality monitoring personnel, trainers, etc.) required to meet task requirements. The hourly rate may also include any incremental labor costs for technical support and human resources personnel that are not included in the monthly charge for Project Management. For tasks that require multiple levels of Information Specialists, a blended IS Hourly Rate can be derived by using the following formula:

Blended IS Hourly Rate = (Hourly Rate (Level 1) x A%) + (Hourly Rate (Level 2) x B%) + ... + (Hourly Rate (Level 5) x E%) where A% + B% + ... + E% = 100%

Table B.2.4-1 - Information specialist (IS) Hourly Rate - English

CLIN	IS Skill Level	Unit of Measure	Contract Period Hourly Rate				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
90001	Level 1	Hour					
90002	Level 2	Hour					
90003	Level 3	Hour					
90004	Level 4	Hour					
90005	Level 5	Hour					

Table B.2.4-2 - Information specialist (IS) Hourly Rate - Bi-Lingual

CLIN	IS Skill Level	Unit of Measure	Contract Period Hourly Rate				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
91001	Level 1	Hour					
91002	Level 2	Hour					
91003	Level 3	Hour					
91004	Level 4	Hour					
91005	Level 5	Hour					

B.2.5 Supervisory and QA Personnel Multiplier

The Supervisory and QA Multiplier is a factor to be applied to the IS Hourly Rate to calculate the effective IS Hourly Rate when the IS to supervisory and QA personnel ratios are above or below the average requirement.

Table B.2.5.1 – Supervisory and QA Personnel Multiplier

CLIN	Supervisory & QA Requirement	Unit of Measure	Contract Period				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
	Low	Multiplication Factor					
	Average	Multiplication Factor	1	1	1	1	1
	High	Multiplication Factor					

B.2.5.2 Night Time, Saturday and Sunday, and Holiday Premium

This premium is applied to the IS Hourly Rate to calculate the effective IS Hourly Rate for work performed during Night Time, Saturday and Sunday, and Holidays.

Table B.2.5.2 – Night Time, Saturday and Sunday, and Holiday Premium

CLIN	Type of Premium	Unit of Measure	Contract Period				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
	Night Time	Multiplication Factor					
	Saturday & Sunday-Day	Multiplication Factor					
	Saturday & Sunday-Night	Multiplication Factor					
	Holiday	Multiplication Factor					

B.2.5.3 Effective Information Specialist Hourly Rate

For tasks that require higher or lower supervisory and QA support and/or night time, weekend, and holiday support, an effectively Information Specialist hourly rate can be derived by the following formula:

Effective Information Specialist Hourly Rate = (Blended IS Hourly Rate) x (Supervisory and QA Multiplier) x (Night Time/Saturday and Sunday/Holiday Premium).